

Improving Patient Engagement in Behavioral Healthcare

Why is patient engagement important in behavioral healthcare?

- ✓ Patient engagement in behavioral healthcare is important for improving health outcomes and sustaining individual treatment plans.
- ✓ Patients with a desire to advocate for themselves will engage in their healthcare decisions.
- ✓ Patients that are engaged as active decision-makers in their healthcare tend to be healthier and experience improved outcomes.
- ✓ Healthcare is complex, and many patients struggle with understanding even basic health information and services.
- ✓ Many of your patients who lack health literacy may feel overwhelmed and find it difficult to participate in their healthcare journey.

What can you do to help increase patient engagement?

One way to do this is to follow the **RESPECT Model**.

1 Rapport

- Attempt to connect with your patient on a social level.
- Try to see the situation from your patient's point of view.
- Do not make judgments!
- Identify and avoid making assumptions.

2 Empathy

- Remember, your patient is there for help.
- Seek your patient's rationale for their behavior or illness.
- Verbally acknowledge your patient's feelings.



The RESPECT Model stands for:

- R** – Rapport
- E** – Empathy
- S** – Support
- P** – Partnership
- E** – Explanations
- C** – Cultural Competence
- T** – Trust

(continued)

3 Support

- Ask about your patient's barriers to care and compliance with their healthcare.
- Help your patient overcome these barriers.
- Involve family members or significant others, as appropriate.
- Reassure your patient that you are and will be available to help.

4 Partnership

- Let your patient know that you will work together to address problems.

5 Explanations

- Check with your patient often during the conversation to assess understanding.
- Use verbal clarification techniques and always invite questions.

6 Cultural Competence

- Respect your patient and their cultural beliefs.
- Understand that your patient's view may be defined by their own ethnic or cultural environment.
- Be aware of your *own* potential biases and preconceptions.
- Know your limitations in addressing behavioral health concerns across cultures.
- Recognize if and when your approach is not working with your patient.

7 Trust

- Realize that self-disclosure may be an issue for some of your patients.
- Take the necessary time, and work to establish dialogue and trust.



Thank you for your partnership!

Please contact your Provider Relations Representative
if you have questions or need assistance.

Source:

Mutha, S., Allen, C., & Welch, M. (2002). "Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies." San Francisco, CA: Center for the Health Professions, University of California, San Francisco. archive.org